

PIP Item: 1B.1.1 with the assistance of the NRC for organizational improvement, map the flow of case reviews through the life of the case and refine as needed.

The Documentation and Consultation Workgroup was asked by leads Jim Grace and Tina Webb, Assistant Directors of P and P and Patrick Yewell, Administrative Office of the Courts, to develop a spreadsheet outlining all the points in a case where the case is reviewed. The group was also asked to create a document that included: what the review is, when it is done, the purpose for the review and why the agency does it. The spreadsheet was developed to be evaluated by the NRC for Organizational Improvement and receive feedback on how to approach the task of streamlining the case review process.

On July 9, 2010, a phone conference was held with Peter Watson, NRC. Lisa Durbin, Branch Manager, Jennie Willson, Branch Manager, Dr. Ruth Huebner, Child Welfare Researcher, Tina Webb and Jim Grace, Assistant Directors, all participated on the call. The case review spreadsheet was discussed and clarifications were provided to any questions Peter had on these processes.

Attached are a copy of the spreadsheet and a copy of the chart that was developed.

As a result of consultation with the NRC, it was determined that focus groups would be held in central office as well as in the service regions with the clinical staff to review the existing processes and make recommendations on streamlining internal review processes. Tools would also be developed to guide and support case consultation and case review. While no changes are being made to the external case reviews since these are statutorily mandated, these processes will be considered when determining the timing of internal case review processes.

Once these focus groups are held, the information will be compiled and presented to department leadership for discussion and decision making. Policy will be revised to reflect these changes and training on the modified processes and tools will be provided.

Case Reviews

PHYSICAL ABUSE (Subdural Hematoma) Child age 4yrs



